

Step Two

Assess the current situation

Purpose:

The purpose of this step is to have current and ongoing knowledge of the system's performance.

Outcome:

The outcome of this step will be analysis of data that was collected for each measure in the project statement. Specifically, the team will have the following:

- analysis of baseline data
- identification of special and common causes of variation

Tools:

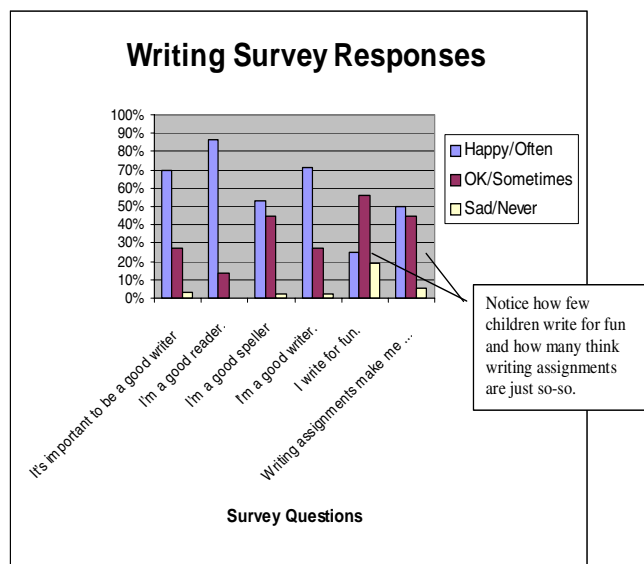
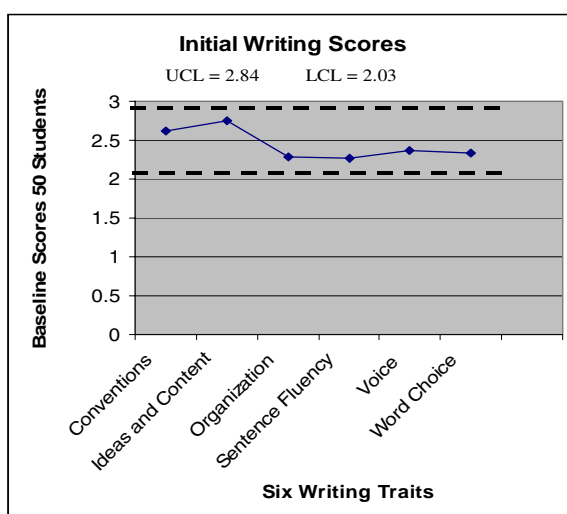
Affinity diagram, cause & effect diagram, chart interpretation, control chart, histogram, force field analysis, nominal group technique, Pareto diagram, relations diagram, systematic diagram

Assess the current situation

Now that you have collected baseline data, you need to understand it. Does anything jump out at you as especially notable or unusual?

THE TOOLS YOU MAY WANT TO USE HERE ARE **CONTROL CHART**, **HISTOGRAM**, and **PARETO DIAGRAM**.

The tools that the writing improvement team used were control chart and Pareto diagram.



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Show your baseline data on these two pages.

Write an explanatory caption for each of your graphs so there is no confusion about what they mean to you.

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IF YOU USED A CONTROL CHART, THE TOOL THAT WILL BE USED HERE IS **CONTROL CHART INTERPRETATION**.

The writing improvement team had no points outside the control limits and no other indications of special causes of variation.

If you used a control chart, how did your team interpret it?

If a control chart shows that the system is unstable, the team should respond to the special causes that create the out-of-control condition.

THE TOOLS THAT WILL BE USED HERE ARE **PARETO DIAGRAM** (IF YOU HAVE DATA), **BRAINSTORMING**, OR **CAUSE & EFFECT DIAGRAM**.

Response to Special Causes

Show your team's response below.

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Once the team has a stable process, it may need to disaggregate the data. Disaggregating or sorting the data often yields insights into important differences hidden in the data and provides focus for improvement actions.

It was unnecessary for the writing improvement team to disaggregate data because they were still focused on the entire group's ability to organize written communication. Notice, however, that they did disaggregate organization errors by type in the next step of the improvement process.

A TOOL TO USE HERE IS **PARETO DIAGRAM**.

Show how your team disaggregated your data and explain the implications of your findings.